



**U.S. General Services Administration**



# **GSA Fleet Vehicle Operations**

**2015 Federal Fleet Management Training**  
General Services Administration



# GSA Motor Vehicle Management Value Proposition



Right Vehicle



Right Price



Great Service

*and the data required to effectively and efficiently manage a fleet*



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# Care and Maintenance

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# A Safe and Reliable Vehicle

- Proper care and maintenance sustains safe and reliable operation of your vehicle
- Driver's responsibility to be familiar with all important maintenance aspects of vehicle
- Lack of care of your GSA Fleet vehicle (misuse, neglect, excessive wear) may lead to an agency-incurred expense



# Daily Care

- Engine oil level
- Fluid leaks
- Tires
- Exterior
- Other





# Maintenance Control Center (MCC)

- MCC is responsible for oversight/ authorization of vehicle maintenance and repair
- For repair authorizations, contact our trained automotive service technicians at the MCC at **1-866-400-0411**



# Preventative Maintenance (PM)

- Timely preventative maintenance is key to a safe and reliable vehicle
- Customer is key to ensuring PM completion
- GM offering two free PMs per year for 2 years on model year 2014 & 2015 vehicles
- Contact your FSR for assistance as needed



# PM Schedules (w/OLS)

- Most new vehicles come equipped with an oil life monitoring system (OLS), a light notification displayed on the dashboard.
- If vehicle has OLS, have PM performed when dashboard light illuminates.





# PM Schedules (No OLS)

- For vehicles without OLS, GSA will send an email notification to have PM accomplished
  - Based on the number of miles driven or time passed since the last oil change



# Notification of Due/Overdue PM's

- GSA Fleet utilizes the following two notification methods:
  - 1) Automated notifications are sent to vehicle POC
  - 2) Notification through PM Express on the [Fleet Drive-Thru](#) website.



# Reporting Completed PM's

- GSA Fleet has two automated methods of capturing completed PM's (60% captured electronically)
  - 1) Purchases made with the Fleet Services Card
  - 2) PM's authorized by the MCC
- Automation decreases need to manually report PMs and increases data accuracy
- You may also report PM's thru PM Express



# Warranty Repairs

- Know if your vehicle is under warranty
- If under warranty take it to the dealer for repair
  - Check with your FSR if unsure of vehicle warranty status



# Reporting Mileage

- Report mileage regularly and accurately
- Determines billing amount and PM frequency
- Customer responsibility
- Submit Mileage via:
  - GORP (Get Odometer Readings at the Pump)
  - Drive Thru
    - Mileage Express
    - FTP



# Emissions and State Inspection

- Some states have mandatory requirements and others do not
- GSA vehicles are subject to emissions testing and/or state inspection where required
- Check with your FSR to determine your requirement



# Emergency Repairs

- If an emergency requires the driver to stop on the roadside, turn on the emergency flasher lights
- For additional information, check glove box
  - Guide to Your GSA Fleet Vehicle
  - Motor Vehicle Accident Reporting Kit
  - Vendor Assistance Center card



# Manufacturer's Roadside Assistance

- OEMs provide FREE roadside assistance
  - Most vehicles are covered
  - Warranties range from 3-5 years
- Call for assistance with:
  - Emergency towing
  - Flat tire change
  - Fuel delivery
  - Jump start
  - Lockout service





# Towing



- GSA may charge:
  - for a paid tow when roadside assistance warranty was available
  - for transporting a vehicle when benefit to the agency is motivation for the transport
  - when transportation of one type was arranged at the customer's request (e.g. tow) and another form of transportation (e.g. flatbed) was necessary



# Recalls

- Number of Recalls Exploded in 2014
- 1 in 4 GSA Fleet vehicles
- We track recalls electronically
- Send out email and paper notices
- Vast majority are safety related

**Please Complete All Open Recalls!**



# PM Express

Customer Number: 10-06-00-5738SY-001 Preventative Maintenance Report							
Tag No: <input type="text" value="G"/>		<input type="button" value="Search"/>	Select Status: <input type="text" value="Overdue PMs"/>		Page: 1		
Tag No.	Report Completed PM - Date	Report Completed PM - Mileage	Last PM Date	Last PM Mileage	Next PM Due Date	Next PM Due Mileage	Status Indicator
G43-0636N	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	07/2014	<input type="text"/>	Overdue PM
G43-0639N	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	11/2014	3043	Overdue PM
G43-0640N	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	11/2014	4265	Overdue PM
G43-0641N	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	10/2014	<input type="text"/>	Overdue PM
G61-1110N	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	10/2014	<input type="text"/>	Overdue PM
G63-0866L	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	06/2014	<input type="text"/>	Overdue PM
G63-1611M	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	06/2014	<input type="text"/>	Overdue PM
G43-1369B	<input type="text"/>	<input type="text"/>	10/2012	7744	10/2014	12060	Overdue PM
G43-2940F	<input type="text"/>	<input type="text"/>	12/2012	8339	12/2014	13256	Overdue PM
G61-2054B	<input type="text"/>	<input type="text"/>	05/2013	13884	05/2014	15293	Overdue PM
G63-0859L	<input type="text"/>	<input type="text"/>	05/2013	6001	02/2014	<input type="text"/>	Overdue PM
G43-0635N	<input type="text"/>	<input type="text"/>	08/2013	7826	08/2014	<input type="text"/>	Overdue PM
G43-2924F	<input type="text"/>	<input type="text"/>	08/2013	10311	08/2014	11947	Overdue PM
G11-0736L	<input type="text"/>	<input type="text"/>	10/2013	39386	10/2014	<input type="text"/>	Overdue PM
G13-2569L	<input type="text"/>	<input type="text"/>	10/2013	3108	10/2014	<input type="text"/>	Overdue PM
<input type="button" value="Next"/>		<input type="button" value="Update"/>	<input type="button" value="Refresh"/>	<input type="button" value="Help"/>	<input type="button" value="Extract to .CSV"/>	DATE: 01/22/2015	



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# Vendor Management

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# Vendor Management

GSA's Vendor Management Goals are to :

- Reduce costs
- Improve repair quality
- Minimize vehicle down time
- Improve customer satisfaction by identifying and using the best vendors in a local market
- Find the right vendors convenient to you
- Monitor vendor compliance



# What is GSA's Role?

- Provide support with vendor selection as needed
- Review and authorize repair requests
- Ensure government receives fair and reasonable pricing
- Competitive procurement source selection
- Pay for repairs
- Review questionable transactions and intercede as needed to correct
- Be available to assist you



# What is the Agency's Role?

- First level decision maker
- Know if a vehicle is under warranty
  - If unsure, call your FSR or the MCC to check on warranty coverage
- Take vehicles under warranty to the dealer for repair
- Have recall work completed as soon as possible
- Utilize GSA's national vendor network for best prices and service
- Make sure work was performed properly
- Steer clear of the up-sell
- Treat the vehicle like your own
- If you encounter a problem with a vendor, notify your FSR



# Customer Quick Reference Table

## Common Services and Products that are Up-Sold

<u>Service</u>	<u>Decision</u>	<u>Vehicle Symptoms/Item Description</u>	<u>Additional Action</u>
Fuel Filter	Rarely needed - extreme high mileage vehicles	Engine drive symptoms should exist	Do not replace if vendor tells you that the fuel filter is externally rusted (visually inspection)
Air Filter	Rarely needed under 30,000 miles	Replace if all pleats are contaminated	Do not replace for light oil residue
PCV Valve	No	None	None
Wiper Blades	As needed	If torn or not properly clearing windshield	Vendor that accepts Wright Express (WEX)
Gear Box Services	No	None	None
Radiator Services	No	Only if contaminated	Automotive repair vendor
Belts	Rarely needed	Dry-rot (crumbling) or severely cracked	Vendor that accepts Wright Express
Fuel Injector Services	No	None	None
Additives	No	None	None
Flushing Machines	No	None	None
Transmission Filter and Fluid Change	Rarely needed under 60,000+ miles	If fluid contaminated/ discolored	Drive symptoms? Automotive Repair Vendor
Glass	Repair	First option if chips detected	Repair is at no cost to you, replacement is at your cost.
Bulbs	As needed	Check periodically	Vendor that accepts Wright Express (WEX)





# Preferred Engine Lubricants

- Conventional petroleum-derived engine oils and re-refined API certified oils are preferred by GSA Fleet
- Dexos, synthetic oils and synthetic blends are not authorized unless comparatively priced to conventional or re-refined oils.
- [Executive Order 13101](#), "Greening the Government Through Waste Prevention, Recycling and Federal Acquisition," and [Section 6002](#) of the Resource Conservation and Recovery Act mandate that Federal agencies use re-refined motor oil, as appropriate.



# What is the Vendor's Role?

- Call AMC before working on any collision or glass repairs
- Call MCC prior to beginning work on any maintenance repairs over \$100, and any battery or tire replacements
- Charge only for requested and required repairs
- Provide quality, timely repairs
- Accept the WEX card
- Avoid upselling unnecessary products and services



# It's a Collaborative Effort

We have a mutual obligation of  
due diligence to  
protect the purse strings of the  
American taxpayer.



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# Resources

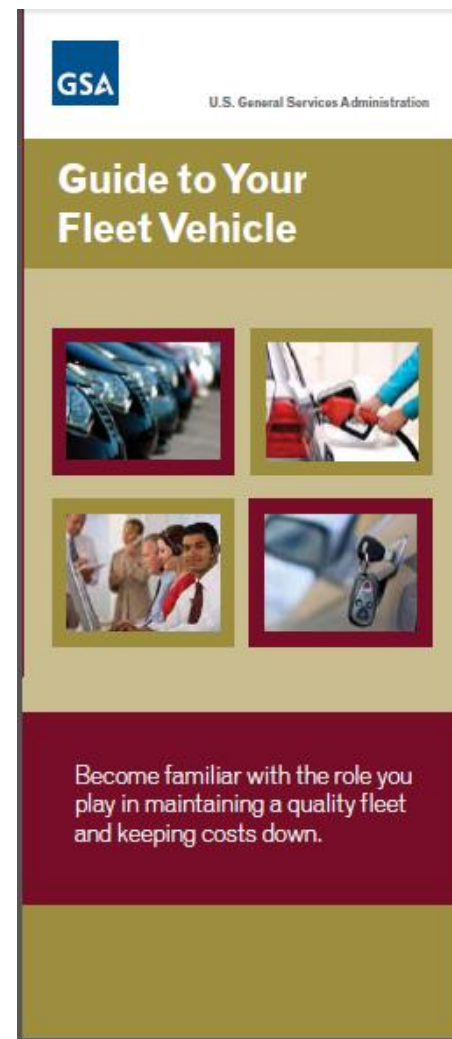
Lander Allin

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# Publications

- In the Glovebox
  - Guide to Your GSA Fleet Vehicle
  - Motor Vehicle Accident Reporting Kit
- In the Glovebox AIE Guide – New!
- Customer Guide – Coming Soon!
- With the Keys
  - Vendor Assistance Center Card





# AIE Guide

The Guide covers most situations.

- Aftermarket Items
- Accident/Incident Damage
- Decorative Items
- Improper Fueling
- Maintenance and Repairs
- Mandatory Inspections
- Turn-in Damage
- Unauthorized or Fraudulent Purchases
- Vehicle Transportation
- Excessive Wear and Tear



# Web-based Resources

- GSA Fleet Portal - [gsa.gov/gsafleet](http://gsa.gov/gsafleet)
- GSA Fleet DriveThru - [drivethru.fas.gsa.gov](http://drivethru.fas.gsa.gov)
- Can't find what you are looking for?
  - Email us with questions or suggestions at [fleet.operations@gsa.gov](mailto:fleet.operations@gsa.gov)



# Get Help from a Live Person

- Fleet Service Representatives (FSR)  
(Your Primary Point of Contact)
- Accident Management Center (AMC)
- Maintenance Control Center (MCC)





# Please Drive Safely

- Pay attention when you're driving
- Avoid distractions
  - Don't text
  - Don't talk on the phone
- Always buckle up!



**Thank You!**



# GSA Motor Vehicle Management Resources

- [GSA Fleet Drive-thru and Training](#)
- [Consolidate Your Vehicles With GSA Fleet](#)
- [Short Term Rental Program](#)
- [Dispatch Reservation Module](#)
- [Federal Fleet Management System \(FedFMS\)](#)
- [Car Sharing](#)
- [Alternative Fuel Vehicle Guide](#)
- [WEX Station Locator](#) / [DOE Station Locator](#)
- [2015 FFMT Presentations](#)